

## **Cisco Technical Assistance Center (TAC)**

As a Cisco service partner, Insight Networking can resell Cisco's SMARTnet support program and escalate technical problems to Cisco on behalf of Insight Networking SMARTnet clients. A SMARTnet contract entitles a client or partner to use of the Cisco TAC (Technical Assistance Center) to report a problem. The Cisco TAC provides around-the-clock, seven days a week support to clients and partners worldwide. No matter when or where clients find problems with hardware they have under a SMARTnet contract, they can call the Cisco TAC, staffed with Cisco Customer Support Engineers (CSEs), to help solve their problems.

The TAC works closely with clients to replicate and isolate problems. In critical network-down problems, TAC CSEs work with clients around the clock until their problems are resolved. In other instances, CSEs may replicate client environments in the TAC laboratory or, when appropriate, travel to client sites to isolate problems.

The Cisco TAC is staffed by more than 900 client support engineers with over 5000 combined years of experience with the Cisco product line and all aspects of communications networking technology. Support is available in more than 144 languages. For SMARTnet Onsite clients, Cisco provides field engineers onsite to install Advance Replacement hardware parts. Over 11,000 field engineers are located throughout 110 countries to supply these services. Response times are based on the delivery option selected.

## Appendix G: McAllen Office Certification Summary

Full-time personnel – 18 (does not include Laredo or Corpus personnel)

*Note: Some engineers hold multiple certifications.*

CCIE – Cisco Certified Internetworking Expert	2
CCDP – Cisco Certified Design Professional	2
Cisco IP Telephony Operations Specialist	1
CCNA – Cisco Certified Network Associate	5
CCNP – Cisco Certified Network Professional	3
CQS – CIPTOS – Cisco IP Telephony Operations Specialist	1
CQS – CIPTSS – Cisco IP Telephony Support Specialist	1
CQS – IDSS – Cisco IDS Specialist	1
CCSP – Cisco Certified Security Professional	1
CCVP – Cisco Certified Voice Professional	2
A+ Certified Professional	1
Network Plus Certified Professional	1
Microsoft Certified Professional	1
Certified Associate in Project Management	1
INFOSEC from Committee on National Security Systems	1
RCDD – Registered Communications Distribution Designer / Network Transport Specialist	2
PMP – Project Management Professional	1

## **ATTACHMENT 4**

**Schools and Libraries Division**

Jul 09, 2010

Jose A. Gamez

MCALLEN MEMORIAL LIBRARY

Telephone:

(956) 6883300

Application Number

763740, 768260, 768378, 768489

**Response Due Date: 07/24/2010**

The Program Integrity Assurance (PIA) team is in the process of reviewing all Funding Year 2010 Form 471 Applications for schools and libraries discounts to ensure that they are in compliance with the rules of the Universal Service program. We are currently in the process of reviewing your Funding Year 2010 Form 471 Application. To complete our review, we need some additional information. The information needed to complete the review is listed below.

1. Based on the documentation that you have provided, we intend to modify application **763740, FRN 2069305** to **change the Contract Award Date. The Contract Award Date** has been changed from **02/19/2010** to **05/25/2010**.

We are providing you with an opportunity to confirm that your original response(s) is correct. Please confirm that this change(s) listed above should be undertaken.

☒ Yes or ☐ No.

If the FRN should not be modified and you have alternative information, please provide the supporting documentation dated on or before February 19, 2010.

If you fail to respond to this email within 15 days, we will perform the action(s) listed above.

2. Based on the documentation that you have provided, we intend to modify application **7682600, FRN 2077819** to **change the Contract Award Date. The Contract Award Date** has been changed from **02/19/2010** to **05/25/2010**.

We are providing you with an opportunity to confirm that your original response(s) is correct. Please confirm that this change(s) listed above should be undertaken.

☒ Yes or ☐ No.

If the FRN should not be modified and you have alternative information, please provide the supporting documentation dated on or before February 19, 2010.

If you fail to respond to this email within 15 days, we will perform the action(s) listed above.

3. Based on the documentation that you have provided, we intend to modify application **768378**, FRN **2078248** to **change the Contract Award Date**. **The Contract Award Date** has been changed from **02/19/2010** to **05/25/2010**.

We are providing you with an opportunity to confirm that your original response(s) is correct. Please confirm that this change(s) listed above should be undertaken.

☒ Yes or ☐ No.

If the FRN should not be modified and you have alternative information, please provide the supporting documentation dated on or before February 19, 2010.

If you fail to respond to this email within 15 days, we will perform the action(s) listed above.

4. Based on the documentation that you have provided, we intend to modify application **768489**, FRN **2078524** to **change the Contract Award Date**. **The Contract Award Date** has been changed from **02/19/2010** to **05/25/2010**.

We are providing you with an opportunity to confirm that your original response(s) is correct. Please confirm that this change(s) listed above should be undertaken.

☒ Yes or ☐ No.

If the FRN should not be modified and you have alternative information, please provide the supporting documentation dated on or before February 19, 2010.

If you fail to respond to this email within 15 days, we will perform the action(s) listed above.

Please fax or email the requested information to my attention. If you have any questions or you do not understand what we are requesting, please feel free to contact me.

It is important that we receive all of the information requested **within 15 calendar days** so we can complete our review. **Failure to respond may result in a reduction or denial of funding. If you need additional time to prepare your response, please let me know as soon as possible.**

Should you wish to cancel your Form 471 application(s), or any of your individual funding requests, please clearly indicate in your response that it is your intention to cancel an application or funding request(s). Include in any cancellation request the Form 471 application number(s) and/or funding request number(s), and the complete name, title and signature of the authorized individual.

Thank you for your cooperation and continued support of the Universal Service Program.

**Dusan Stamenkovic**

PIA Cost Effectiveness Reviewer

Phone: 973-581-5259

Fax: 973-599-6513

E-mail: [dstamen@sl.universalservice.org](mailto:dstamen@sl.universalservice.org)

Thank you for cooperation and continued support of the Universal Service Program.

Sincerely,

Dusan Stamenkovic


Cost Effectiveness Reviewer

Phone: 973-581-5259






Fax: 973-599-6513

E-mail: [dstamen@sl.universalservice.org](mailto:dstamen@sl.universalservice.org)

## **ATTACHMENT 5**

 Attachments can contain viruses that may harm your computer. Attachments may not display correctly.

**Jose A. Gamez**

**From:** Jose A. Gamez **Sent:** Sun 8/21/2011 4:51 PM  
**To:** Ortegon, Jacqueline  
**Cc:** Rudy M. Juarez; Carla M. Rodriguez; Philip D. Hauck  
**Subject:** RE: E-rate Application Number:768260 FY2010 V. Doc, disc & 29b  
**Attachments:**  [1 TX ST Lib E-Rate Discount Matrix.docx\(277KB\)](#)  [2 2009-2010 PEIMS Fall Eco Dis Adv Report.pdf\(155KB\)](#)  [3 Insight E-Rate Quote#2.pdf\(2MB\)](#)  [4 PIA Contract Date.pdf\(732KB\)](#)  [5 Signed Certification Copy.pdf\(4MB\)](#)

Jacqueline,

Please see my responses inserted below in **Green Letters**.

I apologize for the delay in my response. Your requests arrived at a crucial time in the library construction. My time and attention was required on several time sensitive projects.

Attachment **5\_Signed Certification Copy** is a scanned copy of the email with the signed certification.

Thank you,

**Jose Alfonso Gamez, MLIS**

Library Director, McAllen Memorial Library  
 Office 956.688.3300, Fax 956.688.3301, Cel 956.451.9405

**From:** Ortegon, Jacqueline [mailto:JORTEGO@sl.universalservice.org]  
**Sent:** Fri 7/29/2011 8:16 AM  
**To:** Jose A. Gamez  
**Subject:** RE: E-rate Application Number:768260 FY2010 V. Doc, disc & 29b


Still waiting on your reply for my request of Tuesday, July 19, 2011 7:58 AM in order to complete your FY2010 E-rate application, thanks..

*Jacqueline V. Ortegon*

*Jackie - Associate Manager*

*Program Integrity Assurance - (PIA)*

*Schools & Libraries Division (SLD)*

 Tel: (973) 581-5369

 Fax: (973) 599-6538

 Email: [jortegon@sl.universalservice.org](mailto:jortegon@sl.universalservice.org)

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**From:** Ortegon, Jacqueline  
**Sent:** Tuesday, July 19, 2011 9:06 AM  
**To:** 'jgamez@mcallen.net'  
**Subject:** E-rate Application Number:763740 FY2010 V. Doc, disc & 29b  
**Importance:** High

I.

Based on our review of your FY2010 Form 471 #**763740**, for FRN(s) **2069305**, the documentation you provided in your Item 21 Attachments was not sufficient enough to allow us to determine the eligibility of your request(s).

In order to assist in completing the review of your Form 471, please provide the vendor documentation for FRN(s) **2069305** the equipment for which you are seeking funding.

II.

Based upon review of your FY2010 Form 471 application, we were not able to validate your requested discount percentage of **80%** for **MCALLEN MEMORIAL LIBRARY**. In order to validate this discount percentage, please provide third-party verification of the total student enrollment and total number of students who meet the income eligibility guidelines for participation in the National School Lunch Program (NSLP) for the **MCALLEN INDEP SCHOOL DISTRICT**, in which you indicated your library is geographically located.

The third-party documentation must be dated prior to or on the Form 471 window close date in order for USAC to consider it. This information may be obtained from an official state report or web site, or it may be in the form of a letter signed by the Superintendent or chief school official of the school district in which the library is located.

Please refer to the USAC website for additional guidance on calculating your discount level at <http://www.usac.org/sl/applicants/step05/>

The Texas State Library has a page listing E-rate discount percentages for Texas Public Libraries at:

<http://www.tsl.state.tx.us./ld/funding/discount.html>. Please see attachment: **1\_TX ST Lib E-Rate Discount Matrix** for screenshot which shows the discount for McAllen Memorial Library at 80%.

Also, McAllen Independent School District provided the Public Education Information Management System (PEIMS) report tabulating economically disadvantaged students. Please see attachment: **2\_2009-2010 PEIMS Fall Eco Dis Adv Report** which shows a 64% total of students eligible for the National School Lunch Program which rates an 80% discount in the E-rate matrix.

III.

Based upon our review of your FY2010 Form 471 application **763740**, it appears that FRN **2069305** is a request for services being provided under contract. The rules of this Program require that a signed and dated contract with the service provider be in place at the time of the submission of the FCC Form 471 certification.

For **FRN # 2069305**, please provide a copy of the contract, signed and dated by the applicant, to verify the Contract Award Date ("CAD"). Failure to provide a signed and dated contract may be cause for denial.

Please see attachment: **3\_Insight E-Rate Quote #3.pdf** for copy of contract.

If the contract for the above services is a State Master Contract, you do not have to submit a copy of the signed contract if that contract is available online or has already been submitted to PIA, in connection with the review of another Form 471 application. However, please provide us with the State Master Contract name and number. If you have already submitted the relevant contract information in connection with another form 471 application review, please provide the FCC Form 471 application number that was involved so we can locate the relevant contract in our files.

In some states, signed and dated contracts are not required under state law or local procurement regulations. If the entity receiving the services under this FRN is located in such a state, please provide supporting documentation demonstrating that this state's contract laws or the entity's local procurement regulations do not require signed and dated contracts. A letter from your state procurement office, a copy of your state's contract laws, or a copy of your local procurement regulations are examples of supporting documentation.

To further assist us in reviewing your Form 471 application, please also answer the following questions:

Is the Form 470 # **601440000802310** referenced on your FY2011 Form 471 application # **763740** the Form 470 that established the bidding process for the services associated with Funding Request Number(s) (FRN) **2069305**? Yes or No.

**YES**

If No, please provide the following information:

- Please provide the 15-digit Form 470 Number that established the bidding process for the FRN(s). The establishing Form 470 is the specific Form 470 which was posted to the USAC website for a period of 28 days for that particular service and pursuant to which a contract was signed or an agreement was entered into. If the Form 470 has not been certified please include a copy of the signed Form 470 Certification page with your response. Failure to provide a copy of the signed Form 470 Certification page will result in a denial of your funding request.

If Yes, answer the following question:

- You indicated in Block 5, Item 18, of your Form 471 that the Contract Award Date (CAD) for these services was **5/25/2010**. Was the incorrect Contract Award Date entered at the time the FCC Form 471 was completed? **Yes or No.**

**Yes, please see attachment: 4\_PIA Contract Date authorizing CAD change from 02/19/2010 to 05/25/2010.**

If Yes, please provide the following information:

- Provide the correct Contract Award Date.

Along with your supporting documentation, please complete and include the Certification below:

#### CERTIFICATION

I certify that I am authorized to make the representations set forth below on behalf of **MCALLEN MEMORIAL LIBRARY**, the entity represented on this letter, and am the most knowledgeable person with regard to the information set forth herein. I certify that the contract referenced for Funding Request Number(s) (FRNs) **2069305**, meets my state or local procurement regulations or rules. The Contract Award Date ("CAD") is **5/25/2010** as reflected on the supporting documentation for this contract. I acknowledge that false statements can be punished by fine or forfeiture under the Communications Act, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001 and civil violations of the False Claims Act. I acknowledge that FCC rules provide that persons who have been convicted of criminal violations or held civilly liable for certain acts arising from their participation in the schools and libraries support mechanism are subject to suspension and debarment from the Program.

I declare under penalty of perjury that the foregoing is true and correct. Executed on 21 day of August, 2011 at McAllen, Texas.

Signed  Date 8-21-11

Print Name Jose A. Gamez

Title Library Director

Employer City of McAllen

Telephone Number 956-688-3300

E-mail Address jgamez@mcallen.net

Address 601 N. Main St.

McAllen, TX

If you are not able to provide these supporting documents, you must instead provide a contract that is signed and dated by the applicant.


For further guidance regarding CADs, please refer to the Schools and Libraries Division website at: Step 4: Select a Service Provider at [www.usac.org/sl/applicants/step04/default.aspx](http://www.usac.org/sl/applicants/step04/default.aspx).


*Jacqueline V. Ortegon*

*Jackie - Associate Manager*

*Program Integrity Assurance - (PIA)*

*Schools & Libraries Division (SLD)*

 Tel: (973) 581-5369

 Fax: (973) 599-6538

 Email: [jortegon@sl.universalservice.org](mailto:jortegon@sl.universalservice.org)

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## **ATTACHMENT 6**



RICHARD F. CORTEZ, Mayor  
HILDA SALINAS, Mayor Pro-Tem and Commissioner District 3  
AIDA RAMIREZ, Mayor Pro-Tem and Commissioner District 4  
SCOTT C. CRANE, Commissioner District 1  
MARCUS C. BARRERA, Commissioner District 2  
JOHN J. INGRAM, Commissioner District 5  
JIM DARLING, Commissioner District 6

MIKE R. PEREZ, City Manager

March 30, 2011

Darak Weaver, Representative  
Calence LLC dba Insight Networking  
6820 S Harl Avenue  
Tempe, AZ 85282

**CERTIFIED MAIL**  
**7009 1410 0000 2199 7990**

**RE: Project No. 03-11-P35-01**  
**E-Rate Information Technology Infrastructure Equipment-New Main Library**

Mr. Weaver,

This letter serves to officially inform you that the City of McAllen has awarded your company the above referenced Purchase Contract in the amount of \$334,221.30. Kindly use Purchase Order No. 30041 (copy attached) when invoicing the City of McAllen.

Please note that we have current proof of insurance for your company as follows: General Liability: April 15, 2011, Automobile Liability: April 15, 2011, and Worker's Compensation Insurance: April 15, 2011. These insurances must be kept current for the duration of the contract. . **(Note: Certificate of insurance must include the City of McAllen as an additional insured and a waiver of subrogation endorsement in favor of the City of McAllen).**

Kindly coordinate this project with Jose A. Gamez, Library Director, or his designated representative, by calling (956) 688-3300 and/or with Rudy M. Juarez, Project Manager, or his designated representative, by calling (956) 681-1123.

I want to take this opportunity to thank you for your participation in our project and for your interest in our great City of McAllen.

If any additional information is needed, please call me at (956) 681-1130.

Respectfully,

A handwritten signature in cursive script that reads "Sandra Zamora".

Sandra Zamora, CPM,  
Director of Purchasing & Contracting

SZ/kz

Attachment: PO #30041

xc: Jose A. Gamez, Library Director  
Belinda Mercado, Information Technology Director  
Rudy M. Juarez, Project Manager

DATE	03/29/2011	FINAL	VENDOR NO.	110948
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CHASE ORDER

NUMBER 00030041

PAGE # 1 of 2

Printed 03/30/2011

V E N D O R	006410 CALENCE LLC DBA INSIGHT NETWORKING 6820 S HARL AVENUE TEMPE AZ 85282
S H I P	INFORMATION TECHNOLOGY-CITY HALL 1300 HOUSTON AVENUE MCALLEN TX 78501


**CITY OF McALLEN**  
**P O BOX 220**  
**McALLEN TX 78505-0220**

**VENDOR NOTE**

INVOICE IN DUPLICATE TO ABOVE ADDRESS  
FEDERAL, STATE, LOCAL, AND USE TAXES  
ARE NOT APPLICABLE TO THIS PURCHASE  
WHICH IS FOR THE EXCLUSIVE USE OF  
**CITY OF McALLEN**

DELIVER BY: I.T. DEPT IS TO PLACE ORDER

ITEM NO.	QUANTITY	COMMODITY NO. STOCK NUMBER CLASS ITEM	CONTRACT #: DESCRIPTION	UNIT PRICE	TOTAL AMOUNT
1	1 EA	204-68 EQUIPMENT, EQUIPMENT /SERVICES RACK, CABINETS, & INTERNAL CONNECTIONS 3750X-10/100/1000-PORT POE SWITCHES ACCESS POINTS-INTERNAL WLC 5508-25 WCS SOFTWARE (E-RATE INELIGIBLE) 1524 ACCESS POINTS-EXTERNAL ASA FIREWALL VOICE GATEWAY/ROUTER 2801 ROUTER -(AS PER QUOTE DATED 3/7/11-E-RATE ROUND 13)-		\$233,879.08	\$233,879.08
2	1 EA	204-68 EQUIPMENT, UPS EQUIPMENT (PARTIAL E-RATE ELIGIBLE) SERVICES-INSTALLATION & TRAINING (PARTIAL E-RATE ELIGIBLE) -(AS PER QUOTE DATED 3/2/11- E-RATE ROUND 13 BEAR, SOLUTION NO. ISX753433-007, COMPLETE SOLUTION)-		\$100,342.22	\$100,342.22
INSURANCES ON FILE IN PURCHASING & CONTRACTING: GENERAL LIABILITY EXPIRES: 4/15/11 AUTOMOBILE LIABILITY EXPIRES: 4/15/11 WORKERS COMPENSATION EXPIRES: 4/15/11 WAIVER & ADDITIONAL INSURED INCLUDED					
TOTAL					\$334,221.30

DATE	APPROVED FOR PAYMENT	FINAL APPROVAL - PURCHASING AGENT
IS THIS A PARTIAL PAYMENT?		
YES	NO	

\*\*\*NOTICE: \*\*\* City or its duly authorized agent shall have access to any books, documents, papers, and records of vendor for purpose of making an audit if there is suspicion of any irregularities involving vendor or his agent.

COPY 1 - USING DEPARTMENT / RECEIVING DEPARTMENT